



## Lessons Learned Information Sharing

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### June 2008 *Lessons Learned Information Sharing* Newsletter

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#### *LLIS.gov* C&A Security Enhancements

##### **Important Note on *LLIS.gov* C&A Security Requirements**

As part of the Department of Homeland Security's (DHS) continuing commitment to information security, *LLIS.gov* is currently undergoing security enhancements to comply with the DHS Certification and Accreditation (C&A) process. The C&A process is a systematic procedure for evaluating, describing, testing, and authorizing systems for operation in a production environment. Certification is a comprehensive assessment of the security controls of the *LLIS.gov* system and accreditation is the official decision to authorize operation of *LLIS.gov*. Together, these activities help to ensure DHS information technology assets and data are protected and secure.

In order for *LLIS.gov* to comply with C&A requirements, we have made a number of security modifications. To view these modifications, please go to [LLIS.gov](#) and click on [LLIS.gov C&A Security Enhancements](#) on the login page.

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#### **Radiological Emergency Preparedness Program**

##### ***LLIS.gov* Partners with the Radiological Emergency Preparedness Program**

Following the 1979 incident at Three Mile Island, the Federal lead role for offsite radiological emergency preparedness was transferred from the Nuclear Regulatory Commission to FEMA through a Presidential Directive on December 7, 1979. To meet this Presidential mandate, FEMA established the Radiological Emergency Preparedness (REP) Program in order to ensure that the health and safety of the public living around commercial nuclear power plants would be adequately protected in the event of a commercial nuclear power station accident and to inform and educate the public about radiological emergency preparedness. To access the new REP Program page, please log onto [LLIS.gov](#) and click on [Radiological Emergency Preparedness Program](#) in the *LLIS* PARTNERS box.

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#### **TOPOFF 4 Exercise Page**

## New *LLIS.gov* Resource Page on TOPOFF 4

Conducted October 15-19, 2007, the TOPOFF 4 Full-Scale Exercise featured thousands of federal, state, territorial, and local officials. These officials engaged in various activities as part of a robust, full-scale simulated response to a multi-faceted threat. The exercise addressed policy and strategic issues that mobilized prevention and response systems, required participants to make difficult decisions, carry out essential functions, and challenge their ability to maintain a common operating picture during an incident of national significance. Please log onto [LLIS.gov](http://LLIS.gov) and click on **TOPOFF 4 Exercise Page** in the NEW *LLIS* CONTENT box to view exercise content, related resources, and other essential information.

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### Natural Disasters

#### Flood-related Resources on *LLIS.gov*

*LLIS.gov* strives to develop original lessons learned and best practices that assist emergency response professionals and homeland security officials prevent, prepare for, respond to, and recover from all hazards, including natural disasters. Given the current flooding throughout the midwest, the following original research highlights some of the resources on *LLIS.gov* related to natural disasters.

- Best Practice: [Shelter Operations: Pet-Friendly Shelters](#)
- Good Story: [Linn County, Iowa's Program to Evacuate Individuals with Special Needs](#)
- Lesson Learned: [Hospital Emergency Planning: Ensuring Emergency Communications Capabilities](#)
- Lesson Learned: [Disaster Medical Assistance Teams: Carrying a Stock of Commonly Used Medications during Reconnaissance Rounds](#)
- Practice Note: [Mass Evacuation: Georgia Emergency Management Agency's Evacuation and Reentry Branch](#)

Additionally, members can access the full repository of natural disaster resources on *LLIS.gov* by visiting the **INCIDENTS LIBRARY**, located toward the bottom of the *LLIS.gov* homepage.

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### New Original Content

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the NEW *LLIS* CONTENT box on the homepage of *LLIS.gov*. *LLIS.gov* recently posted the following original content documents:

#### *Best Practices*

- [Radiological Dispersal Device Incident Response Planning: Psychological Management](#)  
This best practice describes pre-planning initiatives for the psychological management of victims, the public, and emergency response personnel following a radiological dispersal device incident.

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#### *Good Stories*

- [The District of Columbia's Emergency Preparedness Fair](#)  
Serve DC partnered with the Golden Triangle Business Improvement District to host the District of Columbia (DC) Emergency Preparedness Fair. The Fair enabled responders and representatives of DC government agencies and non-governmental organizations to distribute preparedness information to the public, to raise awareness of local emergency services, and to showcase the

city's emergency capabilities.

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### *Lessons Learned*

- **Emergency Communications: Ensuring Effective Radio Communications in Spite of Background Noise** (*Operation Node Ball Functional Exercise, 2007*)  
Emergency communications managers should attempt to ensure that their staff can continue to communicate effectively through their radios during periods with high levels of background noise.
- **Emergency Operations Centers: Designating an Assistant Manager to Direct Operations during Management Meetings** (*Operation Double Header Functional Exercise, 2006*)  
Emergency operations center (EOC) managers should ensure that one of their assistant managers does not attend management meetings so that the assistant manager is available to direct EOC operations in the manager's absence.
- **Emergency Operations Centers: Ensuring Center Staff Can Properly Complete Center-Specific Forms** (*Operation Double Header Functional Exercise, 2006*)  
Emergency management directors should consider establishing training to help ensure EOC staff can properly complete EOC-specific forms such as Initial Action Plans, Event Action Plans, and resource requests.
- **Emergency Operations Centers: Practicing Financial Accountability from the Start of an Incident** (*Springfield-Greene County Ice Storm, 2007*)  
Emergency managers should consider involving their jurisdictions' finance personnel in EOC operations at the beginning of an incident. Ensuring accurate expense accounting will facilitate logistical operations and resource coordination as an incident develops.
- **Public Health Emergency Planning: Cross-Training** (*Louisiana Office of Public Health Region III Pandemic Influenza Tabletop Exercise, 2007*)  
Public health departments should consider developing cross-training programs for areas with a small number of qualified employees. This can help the departments maintain continuity of operations during a pandemic outbreak.
- **Public Health Emergency Planning: Disseminating Risk Communication Information through School Nurses** (*Louisiana Office of Public Health Region III Pandemic Influenza Tabletop Exercise, 2007*)  
Private schools that do not have a school nurse on site may need additional support for the provision of risk communications and pandemic influenza hygiene guidance.

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### *Practice Notes*

- **Exercise Conduct: The Los Angeles, California, Operational Area's Use of a Real-World Press Conference**  
The Los Angeles County Operational Area incorporated a real-world press conference as part the Operation Double Header Functional Exercise 2006. The press conference was used to advise the public of the exercise and its purpose. This helped the public understand that the exercise was not a real emergency.
- **Fusion Center Programs: Colorado Information and Analysis Center's Terrorism Liaison Officer Network**  
The Colorado Information Analysis Center organizes its Terrorism Liaison Officer program to help create a statewide network of local public safety officials who are responsible for collecting and disseminating information and intelligence about possible terrorism or other suspicious activity.

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In the most recent edition of *Crisis Response Journal*, *LLIS.gov* continues the regular Lessons Learned column, which discusses lessons learned and best practices as researched by *LLIS.gov* staff members. This issue's article, "[Prepared to Respond, Whatever the Weather](#)," covers issues specific to effective responses to weather disasters and to staging response efforts in the face of inclement weather. To view the article, please log onto [LLIS.gov](#) and click on **PRESS ROOM** under EVENTS.

Additionally, the *LLIS.gov* Outreach team sends representatives throughout the county to speak about and represent *LLIS.gov* at various events and conferences. *LLIS.gov* staff will attend and speak at the following upcoming events:

- **15-18 July: 2008 Western Regional Preparedness Conference (Las Vegas, NV)**
- **12-13 August: Enforcement Expo (Columbus, OH)**
- **12-14 November: Contingency Planning Management (CPM) 2008 East (Orlando, FL)**

Feel free to drop by our exhibit or speak to our staff at any of these events and share your comments and questions about *LLIS.gov*. Please contact the *LLIS.gov* Outreach Team at [outreach@llis.dhs.gov](mailto:outreach@llis.dhs.gov) with any questions or comments, or if you have a conference or event at which you would like the *LLIS.gov* team to present or exhibit.

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